

DESCRIPTION OF STAFF MAKING ELIGIBILITY DETERMINATIONS

Income Maintenance Worker I

The incumbent of this position conducts initial determinations and eligibility reviews through a process of fact-finding, evaluation of social and economic information, and application of various program policies to the case situation; the worker provides information and educates clients regarding agency policies and procedures and the clients' rights and responsibilities; the worker assists the client in identifying/articulating social problems and makes appropriate referrals, guiding the client in utilizing various services provided by other public or private agencies; the worker utilizes principles of good caseload management to insure that benefits are issued correctly and expeditiously. To carry out these functions, the incumbent functions in a trainee capacity, with instructions, guidance, and on-the-job training provided by the supervisor; assigned cases are generally of the less complex type, i.e., more stable family conditions, regular income, fewer categorical/program requirements, etc.; and case actions are reviewed closely by the supervisor.

TRANSMITTAL #	86-10	EFFECTIVE	10/1/86
REC'D RO		SUPERSEDED BY TRANSM #	
APPROVED	2/4/87	EFFECTIVE	

Income Maintenance Worker II

The incumbent of this position conducts initial determinations and eligibility reviews through a process of fact-finding, evaluation of social and economic information, and application of various program policies to the case situation; the worker provides information and educates clients regarding agency policies and procedures and the client's rights and responsibilities; the worker assists the client in identifying/articulating social problems and makes appropriate referrals, guiding the client in utilizing various services provided by other public or private agencies; the worker utilizes principles of good caseload management to insure that benefits are issued correctly and expeditiously. To carry out these functions, the worker must establish positive relationships with clients and must relate sensitively to people of various social, economic, and cultural backgrounds who are in social or financial distress; the worker must communicate effectively and remain objective, tolerant, and patient at all times. The worker must be knowledgeable of agency policies, the philosophical basis of these various programs and community and agency resources and services. The incumbent participates in formulating unit objectives based on agency program goals, resources, and constraints, and works toward meeting these objectives in accordance with established plans and procedures.

TRANSMITTAL #	86-10	EFFECTIVE	10/11/86
REC'D RC		SUPERSEDED BY TRANS#	
APPROVED	2/4/87	EFFECTIVE	

Income Maintenance Worker III

The incumbent of this position conducts eligibility reviews/initial determinations of eligibility through a process of intensive fact-finding, evaluation of social and economic information, and application of various program policies and regulations and eligibility requirements to the individual case situation; the incumbent provides information and educates clients/applicants regarding agency policies and procedures and the clients' rights and responsibilities; the incumbent assists the client in identifying/articulating social problems and makes appropriate referrals, guiding the client in utilizing various services provided by other public or private agencies; the incumbent utilizes principles of good caseload management to insure that benefits are issued accurately and expeditiously.

The incumbent's assigned caseload consists of more difficult and complex cases that have been preseggregated to entail a combination of factors such as households with split categories; ownership of property if it is a factor in determining eligibility; applicants/recipients with emotional/psychiatric/personality problems and/or who are illiterate, mentally retarded or otherwise present extreme communication problems; irregular/frequently changing income from self-employment, intermittent jobs, etc. To carry out the functions of this consistently more complex caseload, the incumbent is required to possess a higher degree of skill and knowledge in human behavior; to be able to deal with more complex human relationships and remain objective, tolerant and patient at all times when interacting with clients/applicants who may be manipulative, hostile, withdrawn, disoriented, chronically ill, and/or mentally unstable; a higher degree of skill in interviewing techniques to be able to establish positive relationships and communicate sensitivity, but effectively with people of various social, economic and cultural backgrounds.

The incumbent participates in formulating unit objectives based on agency program goals, resources and constraints, and works toward meeting these objectives in accordance with established plans and procedures. The incumbent performs a wide and varied range of responsibilities requiring independence, initiative and sound judgment and is required to be temporarily assigned as supervisor during supervisor's planned vacation and prolonged absence.

TRANSMITTAL # <u>8610</u>	EFFECTIVE <u>10/17/86</u>
REC'D RO _____	SUPERSEDED BY TRANSM # _____
APPROVED <u>2/4/87</u>	EFFECTIVE _____